

STATE OF CALIFORNIA  
CALIFORNIA DEPARTMENT OF AGING  
**DUTY STATEMENT**  
CDA 9003 (REV 04/2021)



See CDA 9003-I for Instructions	
<b>1. INCUMBENT</b> Vacant	<b>2. EFFECTIVE DATE (MM/DD/YYYY)</b> TBD
<b>3. DIVISION</b> Home and Community Living	<b>4. UNIT NAME</b> Programs and Monitoring Bureau
<b>5. CLASSIFICATION</b> OFFICE TECHNICIAN (TYPING)	<b>6. POSITION NUMBER</b> 797-721-1139-001

**7. SUPERVISOR'S STATEMENT:** *I CERTIFY THAT THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION.*

<b>SUPERVISOR'S NAME (Print)</b>	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
Amanda Diaz		

**8. EMPLOYEE'S STATEMENT:** *I HAVE READ THIS DUTY STATEMENT AND AGREE THAT IT ACCURATELY REPRESENTS THE DUTIES I AM ASSIGNED.*

<b>EMPLOYEE'S NAME (Print)</b>	<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>

**You are a valued member of the department's team. You are expected to work cooperatively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you.**

<b>9. DESCRIPTION</b>
<p>Under the general direction of the Operations Manager (SSM I), within the Community Living Branch (CLB), Programs and Monitoring Bureau (PMB), the Office Technician (Typing) provides overall office support for the bureau including phone line coverage, tracking system maintenance, administrative support, and miscellaneous duties. The Office Technician works in a team environment and in collaboration/coordination with representatives from other teams and support staff. The position requires knowledge of programs for older adults, adults with disabilities and family caregivers, and a thorough understanding of team functions, vision, mission and goals. Below are the roles, responsibilities, products, and processes for this position:</p> <p><b>Essential Functions:</b> <b>30%</b> Designs, implements, and maintains systems for tracking and filing a variety of materials received from Area Agencies on Aging (AAA) including: monitoring reports, corrective action plans, monitoring satisfaction surveys, Area Plans, contracts, budgets, budget revisions, and routine correspondence. Coordinates with Team members, other CDA Divisions, and AAA staff as necessary to document and resolve problems. Maintains a list of resources to provide various materials to the AAAs and/or service providers as requested. Distributes and tracks assignments and correspondence; maintains logs of controlled correspondence and bill analyses by deadline dates; and identifies and implements strategies to improve workflow.</p>

**20%** Performs daily primary phone coverage duties for the California Aging and Adult Information Line (CAAIL); logs incoming messages and responds to constituents redirecting them to their local AAA for assistance. Facilitates translation services as needed for non-English speaking constituents; prepares monthly log to track translation services requested and submits to Human Resources Bureau for review.

**20%** Prepares documents, including: memos, letters, reports, charts, etc. using a personal computer in support of bureau business needs. Proofreads all documents for grammar, content, format, and style ensuring consistency with accepted departmental methods. Prepares and maintains mailing lists, web page links, and materials to be emailed or mailed to the general public, other state agencies, and advisory committees. Attends meetings or conference calls to record and provide meeting notes to Manager or bureau team.

**15%** Independently screens bureau mail, answers bureau phone, provides program information, and routes communication to appropriate PMB staff for response as required. Updates directories for bureau staff including: AAA Outlook distribution lists, mailing lists, and contact lists. Schedules conference meetings for bureau team as requested. Maintains and organizes office supplies for PMB, including submitting requisitions to Business Management Bureau.

**10%** Provides backup coverage for the CDA main public phone line as part of the CDA Clerical Support Team on a scheduled rotational basis, responding to constituent inquiries and routes to the appropriate AAA or CDA program team. Provides backup coverage for the Health Insurance Counseling and Advocacy Program (HICAP) phone line as needed; logs incoming messages and responds to constituents, redirecting them to their local HICAP for assistance.

**5%** Receives and reviews bureau's monthly timesheet submissions from assigned manager for completeness, and communicates corrections needed to manager. Schedules and coordinates panel job interviews for PMB as requested.

**Special Requirements:**

Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

**Working Conditions:**

- Due to the COVID-19 pandemic, CDA staff are working remotely per the state's emergency telework policy until further notice. The physical work location of the position is designated at the department's headquarters location, a two-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.
- Occasional travel as necessary (less than 5%)